

South Carolina Department of Disabilities & Special Needs

Day Services Observation Review Tool *July 2018 through June 2019*

This tool is to be used by the Reviewer to determine whether the noted expectation is evident. Information may be discovered from interactions with people who receive services and their staff, by observations, and record review. Observations and other discovery methods such as interactions with residents and staff members, and record reviews should be used to determine if, on the date and time of the review, the noted requirement was "evident," "partially evident," or "not evident." Each section below should be reviewed with people who receive services and their staff. Comments should indicate any individual areas of Best Practice or areas that need additional focus from the provider. Reviewers should be as specific as possible.

Name of Location: _____ **Date and Time of Review:** _____ **Time Spent On-site for Review:** _____

Reviewer: _____ **Names of Staff Present:** _____

Names of People Supported On-site in the Day Services Setting that were Interviewed/Observed during the Review: _____

Names of Staff Interviewed During the Observation Visit: _____

Services Provided On- site: ____ **Group Employment** ____ **Career Prep** ____ **Day Activity** ____ **Community Services** ____ **Support Center**

Area/Expectation		Observation Look for evidence (interview staff, participants, and observe) to determine whether or not the following is occurring:	Result:		
1	Services are provided in a manner that promotes dignity and respect. <i>[Supports Basic Assurances® Factors 1B, 1C, 1D, Factors 2A, 2B, 2C, 2D, 2E, Factor 6B, 7E, and Factor 8A, 8B, 8C]</i>	<ul style="list-style-type: none"> Personal care activities are completed in private settings. Participants are extended the same courtesies that anyone would expect. Staff relationships with people supported are positive and engaging. People are greeted when coming into the facility. The facility is well lit. The facility is free from offensive odors. 	Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
Comments: (Required)					
2	Services are provided in a manner that promotes health, safety, and well-being. <i>[Supports Basic Assurances® Factors 5A, 5B, 5C, 5D, 5E, 5F, Factor 6A, 6B, and Factors 8A, 8B]</i>	<ul style="list-style-type: none"> Participants are assisted as requested/ needed. Participants work in a safe environment Participants receive supports as needed (modifications, adaptive equipment, behavior and health issues) 	Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
Comments: (Required)					
<input type="checkbox"/> Referral to District Office required for follow-up related to health, safety, and welfare concerns.					

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3	Services are provided in a manner that promotes individual choice and responsibility. <i>[Supports Basic Assurances® Factors 1B, Factor 2E, and Factor 8A,8B]</i>	<ul style="list-style-type: none"> Participants are encouraged to exercise responsibility in making choices and activities. Services are provided in the least intrusive manner at the level and frequency needed to optimize independence. Independence is encouraged and verbal/non-verbal prompting only occurs as needed. Participants are encouraged to use socially acceptable behavior (using manners and being polite). 	Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
Comments: (Required)					
4	Services are provided in a manner that promotes relationships and community connections. <i>[Supports Basic Assurances® Factors 3A, 3B, 3D, and Factor 8A, 8B.]</i>	<ul style="list-style-type: none"> Participants are encouraged to interact with staff, community members, family, friends, and each other in a respectful manner. While working, staff are not participating in activities separated from participants. (Ex. Lunch, breaks, socializing with co-workers) or otherwise engaged with their cell phones. Participants are appropriately interacting with each other. Participants can communicate about their relationships including those in the community and in their home 	Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
Comments: (Required)					
5	Services are provided in a manner that promotes personal growth and accomplishments. <i>[Supports Basic Assurances® Factors 1B, 1E, Factor 2D, 2E, and Factor 8A, 8B]</i>	<ul style="list-style-type: none"> Age-appropriate activities are functional/meaningful and designed to achieve a specific outcome: <ul style="list-style-type: none"> There is no simulated or “practice” work that is done over and over. Do participants know why they are doing what they are doing? Can participants communicate that they have gained a skill or accomplished a personal goal? Do participants know how their goals/ objectives are set? Are participants able to change their goals and/or training/ activities? Are training/activities meaningful to participants? Are participants learning new skills and making noticeable progress? Have participants communicated their desired goals and interests? 	Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
Comments: (Required)					

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6	Services are person centered. <i>[Supports Basic Assurances® Factors 1B, 2E, 7C, 7D, 8A, 8B, 9A, 9C]</i>	<ul style="list-style-type: none"> • Training/activities are strength-based and results-oriented and reflect participants' interests and preferences, and choices: <ul style="list-style-type: none"> ○ Participants are engaged in age appropriate meaningful training/activities with the expectation of achieving their personal goals. ○ Participants and staff address each other in age appropriate and socially acceptable ways (staff are not Mr. or Ms. X while participants are called only by first names). ○ Participants choose their age appropriate training/activities. ○ Participants are interested in the training/activities they are participating in. ○ Not all participants are doing the same activities at the same time. ○ There are a variety of choices of training/activities. ○ Participants are not sleeping. ○ Staff are knowledgeable about participants' needs, interests, preferences and strengths and these are reflected in their personal goals. ○ Participants communicate that they are enjoying their daily training/activities. ○ Ask staff how participants have changed/progressed as a result of their training/activities. ○ Can staff communicate supervision needs of participants? ○ Can staff describe a Behavior Support Plan for a participant? ○ Can staff communicate medical concerns that could impact a participant's day? ○ Can staff communicate participants' interests? ○ Can staff communicate strengths of each participant? 	Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
<i>Comments: (Required)</i>					
7	Services are responsive, and staff demonstrate engagement and commitment to quality training/activities. <i>[Supports Basic Assurances® Factors 2B, 2D, 2E, 7C, 7D, 8B]</i>	<ul style="list-style-type: none"> • Staff are responsive to participants: <ul style="list-style-type: none"> ○ There is frequent and positive interaction between staff and participants. ○ Participants are not being ignored. ○ Staff are not congregated together and/or apart from participants. ○ Are participants initiating interaction with staff? ○ Are participants responded to in a timely manner? 	Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
<i>Comments: (Required)</i>					

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8	Services promote community inclusion. <i>[Supports Basic Assurances® Factors 2D,3B, 8A, 9A]</i>	<ul style="list-style-type: none"> • Participants are encouraged to participate in the community: <ul style="list-style-type: none"> ○ There are minimal participants in the facility. ○ Many participants are going into the community for training/activities. ○ Staff attire blends in with participants' attire. ○ Services provide opportunities for participants to interact with non-disabled, non-paid staff in and out of the facility. ○ Participants communicate about recent training/ activities in the community. ○ Attire does not identify staff as paid caregivers – ex. scrubs. ○ Are there guest speakers, therapy pets, or vendors with whom individuals can interact? 	Evident <input type="checkbox"/>	Partially evident <input type="checkbox"/>	Not evident <input type="checkbox"/>
Comments: (Required)					

Reviewer must notify DDSN Quality Management within 24 hours if the results of this review require additional follow-up from District Offices. Any Health and Safety concerns or allegations of Abuse, Neglect, of Exploitation must be immediately reported. The telephone number to report allegations of ANE is 1-866-200-6066.